☐ With transport package

☐ Without transport package

Supplier:
This manual must be given to the user/caregiver of this wheelchair

Rider:
Before using this wheelchair read this entire manual and save for future reference

TriPod™ LT

By Freedom Designs, Inc.

OPERATING MANUAL

FREEDOM DESIGNS, INC.

2241 N. Madera Rd. Simi Valley, CA 93065 • (800) 331-8551 • FAX (888) 582-1509
www.freedomdesigns.com

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Introduction

Congratulations on your purchase of the Freedom Designs, Inc. ***TriPod*** ™ ***LT*** wheelchair. These chairs combine state-of-the-art technology with durability and function to meet all of your changing needs. This Operating Manual will provide you with a detailed guide for proper assembly as well as instructions on the care of your new wheelchair. Please follow the instructions carefully, paying special attention to the Safety Precaution section. It is important that you read the entire Operating Manual before operating the wheelchair. After consulting your Operating Manual, if you feel you have further questions, please contact one of our Authorized Dealers or our Customer Service Department at:

(800) 331-8551

or e-mail:
nancy@freedomdesigns.com

Again, thank you for your purchasing a Freedom Designs, Inc. ***TriPod*** ™ ***LT***

This manual revised on January 13, 2009

Serial #_____

Reference Phone Numbers:

Home Medical Equipment Supplier	Name	_____
	Phone #	_____
Home Health Care Agency	Name	_____
	Phone #	_____
Doctor	Name	_____
	Phone #	_____

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General Warnings

Warnings & Caution statements included in this manual describe conditions and unsafe practices which might result in bodily injury or property damage. Read this entire manual before assembly or operation of this wheelchair. If you do not understand any of the instructions in this manual, call your authorized Freedom Designs, Inc. dealer. Note: Where they apply, you will also find "Warnings" in other sections of this manual. Heed all warnings in this section.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others

WARNING!

The **weight limit** for the ***TriPod ™ LT*** is a 200 lb. person. If the person exceeds the weight limit, damage to your chair, a fall, tip-over or loss of control may cause severe injury to the rider or others.

Every wheelchair is different. Become familiar with your chair before you begin riding. Start slowly, with easy, smooth strokes. Be careful not to use too much force, which might result in tipping over, damage to your chair, a fall or loss of control, which may occur and cause severe injury to the rider or others.

Reduction of Risk of an Accident:

1. BEFORE riding, you should be trained in the safe use of this chair by your health care advisor.
2. Practice bending, reaching and transfers until you know the limit of your ability. In order to avoid tipping over, have someone help you, until you know what can cause a fall.
3. Be aware that you must develop your own methods for safe use best suited to your level of function and ability.
4. NEVER try a new maneuver on your own, until you are sure you can do it safely.
5. Get to know the areas where you plan to use your chair. Look for hazards and learn how to avoid them.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Safety Checklist

Before each use of your chair:

1. Make sure the chair rolls easily and that all parts work smoothly. Check for noise, vibration, or a change in ease of use. (They may indicate low tire pressure, loose fasteners, or damage to your chair).
2. Repair any problems. Consult your Freedom Designs, Inc. authorized dealer for help in finding or correcting the problem.
3. Check to see that both quick-release axles are locked. When locked, the axle button will "pop out" fully. If not locked, the wheel may come off and cause you to fall.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

Adjustments

1. If you modify or adjust this chair, it may increases the risk of a tip-over UNLESS you make other changes as well.
2. Before any adjustments or modifications are made to your chair, consult your authorized Freedom Designs, Inc. dealer.
3. Unauthorized modifications or use of parts not supplied or approved by Freedom Designs, Inc. may damage the chair structure. This will void the warranty and may cause a safety hazard.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Environmental Conditions

1. Use extra care if you must ride your chair on a wet or slick surface. Ask for help, if you are in doubt.
2. Contact with water or excess moisture may cause your chair to rust or corrode. This could cause your chair to fail.
   a. Do not use your chair in a shower, pool or other body of water. The chair tubing and parts are not watertight and may rust or corrode from the inside.
   b. Avoid excess moisture, (for example, do not leave your chair in a damp bathroom while taking a shower).
   c. Dry your chair as soon as you can if it gets wet, or if you use water to clean it.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Terrain

1. Your chair is designed for use on firm, even surfaces such as concrete, asphalt and indoor floors and carpeting.
2. Do not operate your chair in sand, loose soil or over rough terrain. This may damage wheels or axles or loosen fasteners of your chair.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Street Use

In most states, wheelchairs are not legal for use on public roads. Be alert to the danger of motor vehicles on roads or in parking lots.

1. At night, or when lighting is poor, use reflective tape on your chair and clothing.
2. Due to your low position, it may be hard for drivers to see you. Make eye contact with drivers before you go forward. When in doubt, yield until you are sure it is safe.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

Motor Vehicle Safety
As identified on the front cover of this user manual, identify whether your chair has been manufactured with the Transport Option installed.

If your chair is not equipped with the Transport Option:

The ***TriPod ™ LT*** **wheelchairs do not meet federal standards for motor vehicle seating.**

1. NEVER let anyone sit in this chair while in a moving vehicle.
   a. ALWAYS move the rider to an approved vehicle seat.
   b. ALWAYS secure the rider with proper motor vehicle restraints
2. In an accident or sudden stop, the rider may be thrown from the chair. Wheelchair hip belts will not prevent this, and further injury may result from the belts or straps.
3. NEVER transport this chair in the front seat of a vehicle. It may shift and interfere with the driver.
4. ALWAYS secure this chair so that it cannot roll or shift.
5. Do not use any chair that has been involved in a motor vehicle accident.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

If your chair is equipped with the Transport Option, see the Transport Option Warnings on Pages 11, 12, 13 & 14.

Assistance

For the Rider:
Everyone who helps you, needs to read and follow all warnings and instructions that apply.

For Attendants

1. Work with the rider's doctor, nurse or therapist to learn safe methods best suited to your abilities and those of the rider.
2. Tell the rider what you plan to do and explain what you expect the rider to do. This will put the rider at ease and reduce the risk of an accident
3. Make sure the chair has push handles. They provide secure points for you to hold the rear of the chair to prevent a fall or tip-over. Check to make sure push handle grips will not rotate or slip off.
4. To prevent injury to your back, use good posture and proper body mechanics. When you lift or support the rider, bend your knees slightly and keep your back as straight as you can.
5. Remind the rider to lean back when you tilt the chair backward.
6. When you descend a curb or single step, slowly lower the chair in one easy movement. Do not let the chair drop the last few inches to the ground. This may damage the chair or injure the rider.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

WARNING: FALLS & TIP-OVERS

Center of Balance

The point where this chair will tip forward, back or to the side depends on its center of balance and stability. How your chair is setup, the options you select and the changes you make affect the risk of fall or tip-over.

1. The Most Important Adjustments Are:
   a. The position of the large *Drive* wheels. The more you move the *Drive* wheels forward, the more likely your chair will tip over backward. This chair design has a limited tension caster/axle link with a small caster wheel mounted at the rearmost end. This limited tension link is intended to be used as an aid when climbing or descending obstacles, such as low curbs. It is also designed to be an anti-tipping device. **.**
   The rear tip limiter has been preset at the factory for optimum performance and safety.

2. The Center of Balance is also Affected By:
   a. A change in setup of your chair, including:
      1. The distance between the large *Drive* wheels.
      2. The amount of large wheel camber.
      3. The seat height, seat angle and position on frame.
      4. The backrest angle.
   b. A change in your body position, posture or weight distribution.
   c. The use of a back pack or other options, and amount of added weight.
3. To Reduce the Risk of an Accident:
   a. Consult your doctor, nurse or therapist to find out what axle and caster position is best for you.
   b. Consult your authorized Freedom Designs, Inc. dealer BEFORE you modify or adjust this chair. Be aware that you may need to make other changes to correct the center of balance.
   c. Have someone help you until you know the balance points of your chair and how to avoid a tip-over.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Dressing or Changing Clothes

Your weight may shift, if you dress or change clothes while seated in this chair. To reduce the risk of a fall or tip-over:

1. Rotate the front casters until they are as far forward as possible. This makes the chair more stable.
2. Lock wheel locks into place.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Wheelies

"Wheelies" (tilting the wheelchair backward to its balance point) are extremely dangerous, as the chair may tip over. Freedom Designs, Inc. recommends that "wheelies" not be attempted.

WARNING!

Obstacles

Obstacles and road hazards (such as potholes and broken pavement), can damage your chair and may cause a fall, tip-over or loss of control.

To avoid these risks:

1. Keep a lookout for danger—scan the area well ahead of your chair as you ride.
2. Make sure the floor area where you live and work are level and free of obstacles.
3. Remove or cover threshold strips between rooms.
4. Install a ramp at entry or exit doors. Make sure there is not a drop off at the bottom of the ramp.
5. To Help Correct Your Center of Balance:
   a. Lean your upper body FORWARD slightly as you go UP over an obstacle.
   b. Press your upper body BACKWARD as you go DOWN from a higher to a lower level.
6. Keep both of your hands on the handrims as you go over an obstacle.
7. Never push or pull on an object, (such as furniture or a doorjamb), to propel your chair.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Reaching or Leaning

If you reach or lean, it will affect the center of balance. Of your chair. This may cause you to fall or tip over. When in doubt, ask for help or use a device to extend your reach.

1. NEVER reach or lean if you must shift your weight sideways or rise up off the seat.
2. NEVER reach or lean if you must move forward in your seat to do so. Always keep your buttocks in contact with the backrest.
3. NEVER reach with both hands, you may not be able to catch yourself to prevent a fall if the chair tips.
4. DO NOT reach or lean over the top of the seat back. This may damage one or both backrest tubes and cause you to fall.
5. If you must reach or lean:
   a. Do not lock the *Drive* wheels. This creates a tip point and makes a fall or tip-over more likely.
   b. Do not put pressure on the footrests.

Note: Leaning forward puts pressure on the footrests and may cause the chair to tip if you lean too far.

   c. Move your chair as close as you can to the object you wish to reach.
   d. Do not try to pick up an object from the floor by reaching down between your knees. You are less likely to tip if you reach to the side of your chair.
   e. Rotate the front casters until they are as far forward as possible. This makes the chair more stable.

      Note: To do this: Move your chair past the object you want to reach, then back up alongside it. Backing up will rotate the casters forward.
   f. Firmly grasp a large *Drive* wheel or an armrest with one hand. This will help to prevent a fall if the chair tips.

WARNING!

Moving Backward

Use extra care when you move backward. Your chair is not stable when you propel yourself rearward. You may lose control or tip over if one of the large *Drive* wheels hits and object and stops rolling.

1. Propel your chair slowly and smoothly.
2. Stop often and check to be sure your path is clear.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Ramps, Slopes & Side Hills

Riding on a slope, which includes a ramp or side hill, will change the center of balance of your chair. Your chair is less stable when it is at an angle. The rear stabilizing wheel may not keep the chair from going over backward.

1. Do not use your chair on a slope steeper than 10%. (A 10% slope means: one foot in elevation for every ten feet of slope length).
2. Always go as straight up and as straight down as you can. (do not "cut the corner" on a slope or ramp).
3. Do not turn or change direction on a slope.
4. Always stay in the CENTER of the ramp. Make sure ramp is wide enough that you are not at risk that a wheel may fall over the edge.
5. Do not stop on a steep slope. If you stop, you may lose control of your chair.
6. NEVER use wheel locks to try to slow or stop your chair. This is likely to cause your chair to veer out of control.
7. Beware of:
   a. Wet or slippery surfaces.
   b. A change in grade on a slope (or a lip, bump or depression). These may cause a fall or tip-over.
   c. A drop-off at the bottom of a slope. A drop-off of as small as 3/4" can stop a front caster and cause the chair to tip forward.
8. To Reduce the Risk of a Fall or Tip-Over:
   a. Lean or press your body UPHILL. This will help adjust for a change in the center of balance caused by the slope or side hill.
   b. Keep pressure on the handrims to control your speed on a down slope. If you go too fast, you may lose control.
   c. Ask for help any time you are in doubt.
9. Ramp at Home & Work—For your safety, ramps at home and work must meet all legal requirements for your area.

We recommend:

   a. Width: At least four feet wide.
   b. Guardrails. To reduce the risk of a fall, sides of ramp must have guardrails (or raised borders at least three inches high).
   c. Slope. Not more than a 10% grade.
   d. Surface. Flat and even, with a thin carpet or other nonskid material. (Make sure there is no lip, bump or depression).
   e. Bracing. Ramp must be STURDY. You may need a section at the top or bottom to smooth out the transition.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

W A R N I N G !

Transfer

It is dangerous to transfer on your own. It requires good balance and agility. Be aware that there is a point during transfer when the wheelchair seat is not below you. To Avoid a Fall:

1. Work with your health care advisor to learn safe methods.
   a. Learn how to position your body and how to support yourself during a transfer.
   b. Have someone help you until you know how to do a safe transfer on your own.
2. Lock large *Drive* wheels before you transfer. This keeps the large wheels from rolling.
   Note: This will NOT keep your chair from sliding away from you or tipping.
3. Make sure to keep pneumatic tires properly inflated. Low tire pressure may allow the wheel locks to slip.
4. Move your chair as close as you can to the seat you are transferring to. If possible, use a transfer board.
5. Rotate the front casters until they are as far forward as possible.
6. Remove footboard, if possible.
   a. Make sure your feet do not catch in the space between the footrests.
   b. Avoid putting excessive weight on the footboard, as this may cause the chair to tip.
7. Make sure armrests are out of the way and do not interfere.
8. Transfer as far back onto the seat surfaces as you can. This will reduce the risk that the chair will tip or move away from you.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Curbs & Steps

1. Each person who helps you should read and follow the warnings—"For Safe Use" (Pages 11 – 13).
2. Do not try to climb or descend a curb or step alone UNLESS you are a skilled rider of this chair and you are sure you have the strength and balance to do so.
3. Do not try to climb a high curb or step, (more than 4" high), UNLESS you have help. Doing so may cause your chair to exceed its balance point and tip over.
4.. Go straight up and down a curb or step. If you climb or descend at an a n - gle,
   a fall or tip-over is likely.
5. Be aware that the impact of dropping down from a curb or step can damage your chair or loosen fasteners.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Stairs and Escalators

1. NEVER use this chair on stairs UNLESS you have someone to help you. Doing so is likely to cause a fall or tip-over.
2. Persons who help you should read and follow the warnings "For Attendants", (page 6) and the "For Safe Use" (pages 11—13).
3. NEVER use this chair on an escalator, even with an attendant. If you do, a fall or tip-over is likely.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

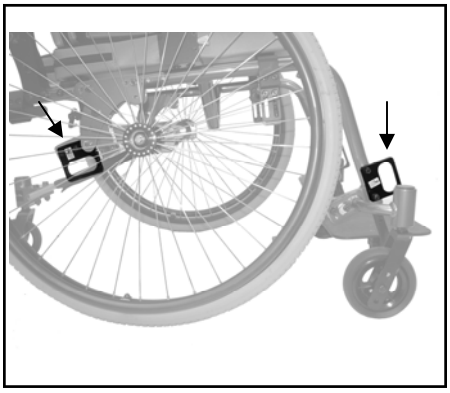
Before you assist a rider, be sure to read the warnings "For Attendants", (page 6) and follow all instructions that apply. Be aware that you will need to learn safe methods best suited to your abilities.

W A R N I N G !

WARNING: FOR SAFE USE

Transport Use

1. If possible and feasible, the rider should transfer to the OEM vehicle seat and use the vehicle restraint.
2. If the wheelchair is used for transport, it must be used in a forward-facing seating position.
3. The ANSI/RESNA WC/19 standards apply to persons with a weight of 51 to 169 lbs. This constitutes the range of sizes for which the wheelchairs are suitable for occupancy in a motor vehicle.
4. The ***TriPod*** ™ ***LT*** picture (right) shows the location of the wheelchair securement points.



5. Use only with Wheelchair Tiedown and Occupant Restraint Systems (WTORS) that have been installed in accordance with the manufacturer's instructions and SAE J2249.
6. Attach WTORS to securement points in accordance with the manufacturer's instructions and SAE J2249
7. Attach occupant restraints in accordance with the manufacturer's instructions and SAE J2249.

Note: To obtain a copy of SAE J2249 Wheelchair Tiedown and Occupant Restraints Systems for Use in Motor Vehicles, please contact:
SAE International—400 Commonwealth Drive—Warrendale, PA 15096
(412) 776-4970

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

Descending a Curb or Single Step

Follow these steps to help a rider descend a curb or single step going down BACKWARD:

1. Stay at the rear of the chair.
2. Several feet before you reach the edge of the curb or step, turn the chair around and pull it backward.
3. While looking over your shoulder, carefully step back until you are off the curb or stair and standing on the lower level.
4. Pull the chair toward you until the large *Drive* wheels reach the edge of the curb or step. Then allow the large *Drive* wheels to slowly roll down onto the lower level.
5. When the large *Drive* wheels are safely on the lower level, tilt the chair back to its balance point. This will lift the front casters off of the curb or step.
6. Keep the chair in balance and take small steps backward. Turn the chair around and gently lower front casters to the ground.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Climbing a Curb or Single Step

Follow these steps to help the rider climb a curb or single step going FORWARD

1. Stay behind the chair.
2. Face the curb and tilt the chair up on the large *Drive* wheels so that the front casters clear the curb or step.
3. Move forward, placing the front caster on the upper level as soon as you are sure they are past the edge.
4. Continue forward until large wheels contact the face of the curb or step. Lift and roll the large wheels to the upper level.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Climbing & Descending Stairs

Due to the limited tension caster/axle link, this chair is not suitable for climbing and descending multiple stairs. When an elevator or ramp is unavailable, it will become necessary to carry the user up the stairs independent of the wheelchair.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Maintenance

1. Inspect and maintain this chair strictly per chart on page 33.
2. If you detect a problem, make sure to service or repair the chair before use.
3. At least once a year, have a complete inspection, safety check and service of your chair made by an authorized Freedom Designs, Inc. dealer.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

WARNING: COMPONENTS & OPTIONS

Transport Option

1. Use only Wheelchair Tiedown and Occupant Restraint Systems, WTORS), which meet the requirements of SAE J2249 Recommended Practice—Wheelchair Tiedown and Occupant Restraint Systems Use In Motor Vehicles. Do not use WTORS designed to rely on the wheelchair structure to transfer occupant restraint loads to the vehicle. **Note:** ***Use only a four-point wheelchair tiedown with an integrated three-point occupant restraint system.***
2. The wheelchair has been dynamically tested in a forward-facing mode for a 48-km/h frontal impact. The wheelchair must be forward-facing during transport.
3. In order to reduce the potential of injury to vehicle occupants, wheelchair-mounted accessories, such as trays and respiratory equipment, should be removed and secured separately.
4. Postural supports and positioning devices should not be relied on for occupant restraints.
5. Do not alter or substitute wheelchair fame parts, components or seating.
6. Sudden stops or impacts can structurally damage your chair. Chairs involved in such incidents should be replaced.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Anti-Tip Device

This chair design has a limited tension caster/axle link with a small caster wheel mounted at the rearmost end. This limited tension link is intended to be used as an aid when climbing or descending obstacles, such as low curbs. It is also designed to be an anti-tipping device. **Caution must always be used when tipping the wheelchair backward. Though the suspension arm may be used as an anti-tipping device, it may not prevent falls in every circumstance. The rear tip limiter has been preset at the factory for optimum performance and safety. Any changes to the limiter settings may cause an unsafe condition.**

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Armrests

Armrests may detach or flip up and will not bear weight of this chair.

1. NEVER lift this chair by the armrests. They may come loose or break.
2. Lift this chair only by non-detachable parts of the frame.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

Cushions & Sling Seats

1. Freedom Designs, Inc. sling seats and standard foam cushions are not designed for the relief of pressure.
2. If you suffer from pressure sores, or if you are at risk that they will occur, you may need a special seating system or a device to control your posture. Consult your doctor, nurse or therapist to find out if you need such a device for your well-being.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Fasteners

Many of the screws, bolts and nuts on this chair are special high-strength fasteners. Use of improper fasteners may cause your chair to fail.

1. ONLY use fasteners provided by an authorized Freedom Designs, Inc. dealer.
2. Over or under tightened fasteners may fail or cause damage to chair parts.
3. If bolts or screws become loose, tighten them as soon as you can.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Footrests

1. At the lowest point, the footrest should be AT LEAST 2 1/2" off the ground. If set too LOW, it may "hang up" on obstacles you can expect to find in normal use. This may cause the chair to stop suddenly and tip forward.
2. To Avoid a Trip or Fall When You Transfer:
   a. Avoid putting excessive weight on the footrest, as the chair may tip forward.
3. NEVER lift this chair by the footrest. Footrests are not designed to bear the weight of this chair.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Pneumatic Tires

Proper inflation extends the life of your tires and makes your chair easier to use.

1. Do not use this chair if any of the tires is under or over inflated. Check weekly for proper inflation level, as listed on the tire sidewall.
2. Low pressure in a large tire may cause the wheel lock on that side to slip AND allow the wheel to turn when you do not expect it.
3. Low pressure in any tires may cause the chair to veer to one side and result in a loss of control.
4. Over inflated tires may burst.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

Positioning Belts

Use of positioning belts ONLY to help support the rider's posture. Improper use of these belts may cause severe injury to or death of the rider.

1. Make sure the rider does not slide down in the wheelchair seat. If this occurs, the rider may suffer chest compression or suffocate due to pressure from the belts.
2. The belts must be snug, but must not be so tight that they interfere with breathing. You should be able to slide your 2 fingers between the belt and the rider.
3. Use positioning belts only with a rider who can cooperate. Make sure the belt can easily be removed in an emergency.
4. NEVER Use Positioning Belts:
   a. As a patient restraint. A restraint requires a doctor's order.
   b. On a rider who is comatose or agitated.
   c. As a motor vehicle restraint. In an accident or sudden stop, the rider may be thrown from the chair. Wheelchair positioning belts will not prevent this and further injury may result from the belts or straps.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Power Drive

Freedom Designs, Inc. does not recommend the attachment of power drives to the ***TriPod™ LT*** wheelchair.

1. The attachment of power drives to the wheelchair is considered a modification or alteration to the frame, thus voiding the warranty.
2. Balance and stability may be affected, thereby causing unsafe conditions.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Push Handles

When you have an attendant, make sure that this chair has push handles.

1. Push handles provide secure points for an attendant to hold the rear of this chair, to prevent a fall or tip-over. Make sure to use push handles when you have an attendant.
2. Check to make sure push handles grips will not rotate or slip off.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Quick Release Axles

1. Do not use this chair UNLESS you are sure that both quick release axles are locked. An unlocked axle may come off during use and cause a fall.
2. An axle is not locked until the quick release button pops out fully. An unlocked axle may come off during use, resulting in a fall, tip-over or loss of control and cause injury to the rider or others.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

WARNING!

Large Drive Wheels

A change in setup of the large *Drive* wheels will affect the center of balance of your chair.

1. The farther you move the large *Drive* wheel axles FORWARD, the more likely it is that your chair will tip over backward.
2. Consult your doctor, nurse or therapist to find the best *Drive* wheel axle setup for your chair.
3. Adjust the wheel locks after you make any change to the *Drive* wheel axles.
   a. If you fail to do so, the locks may not work.
   b. Make sure lock arms embed in tires at least 1/4" when locked.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Wheel Locks

Wheel locks are NOT designed to slow or stop a moving wheelchair. Use the wheel locks only to keep the *Drive* wheels from rolling when your chair is at a complete stop.

1. NEVER use wheel locks to try to slow or stop your chair when it is moving. Doing so may cause you to veer out of control.
2. To keep the drive wheels from rolling, always set both wheel locks when you transfer to or from your chair.
3. Low pressure in a large *Drive* wheel tire may cause the wheel lock on that side to slip and may allow the wheel to turn when you do not expect it.
4. Make sure lock arms embed in tires at least 1/4" when locked. If you fail to do so, the locks may not work.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Modified Seating System

Use of a seating system not approved by Freedom Designs, Inc., may alter the center of balance of this chair. This may cause the chair to tip over.

1. Do not change the seating system of your chair UNLESS you consult your authorized Freedom Designs, Inc. supplier first.
2. Use of a seating system not approved by Freedom Designs, Inc. may affect the folding mechanism of this chair.

3. Use of a seating system not approved by Freedom Designs, Inc. is prohibited for transportation use with Freedom Designs, Inc. Transport Option.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Upholstery Fabric

1. Sling fabric will weaken with age and use. Look for fraying or thin spots, stretching of fabrics at rivet holes.
2. "Drooping down" into your chair will weaken fabric and result in the need to inspect and replace the seat more often.
3. Be aware that laundering or excess moisture will reduce flame retardation of the fabric.

If you fail to heed these warnings, damage to your chair, a fall, tip-over or loss of control may occur and cause severe injury to the rider or others.

Initial Inspection Checklist

TriPod™ LT

The *TriPod ™ LT* is shipped in the following fashion:

1. The main frame with back canes, casters, tires, with quick release axles, armrests* and footboard. (Refer to the Unfold instructions in this manual).

2. Solid Seat & Back Insert**.

3. Optional armrests would be attached to the back canes or solid seat insert.

*Armrest might be optional, dependent upon frame.

**Solid Seat & Back Insert are optional.

When Unpacking:

1. Check for any obvious damage to the box or its contents.

2. Remove all the loose packing from the box.

3. Carefully remove all of the components.

4. Examine the exterior of the ***TriPod ™ LT*** and the components for any nicks, dents, scratches or other damage.

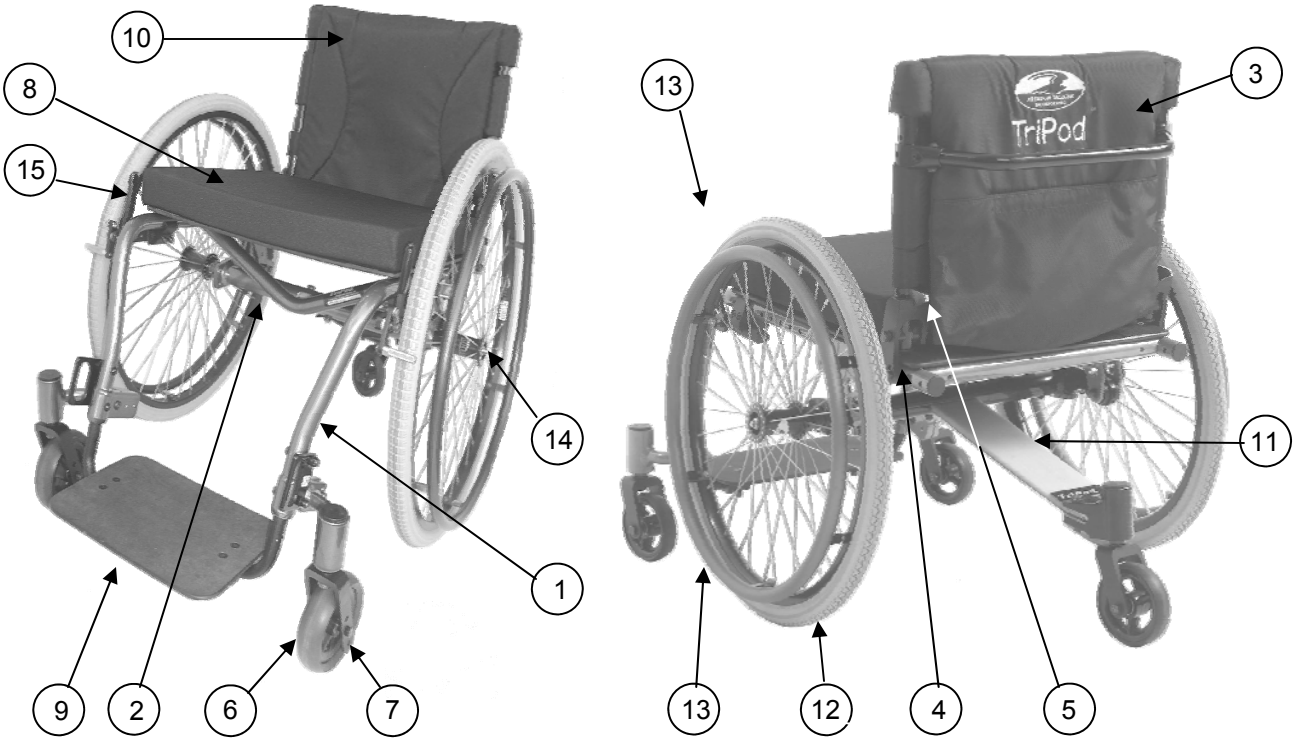
TriPod™ LT Specifications

Frame Configuration	Rigid—non-folding
Maximum Rider Weight	200 lbs.
Back Cane Height	Short 19”, Med 23”, Tall 26” with handles 10” - 15” straight (w/o handles)
Back Upholstery Heights	10” - 18”
Back Upholstery Types	Sling Back, Tension Adjustable Back
Footrest	Angle adjustable Footboard Angle Adjustable Flip Up Footboard Individual Flip Up Footplates
Armrests	Flip Back or Locking Flip Back
Drive Wheel Axle	Push Button Double Lock Quick Release
Drive Wheel Adjustments	Multiple Horizontal
Back Canes	Straight (no bend), Traditional Bend (8º optional) or Ergo Bend
Push Handles (Optional)	3/4” Telescoping (10” - 16”) for use with straight back canes only
Center Wheel Camber Angles	0, 3 or 6 Degrees
Powder Coated Frames	Pink Parfait, Red Sunset, Really Red, Octane Orange, Yellow, Blue Blast, Black, Twilight, Sparkle Green, Blue Stardust, Passion Purple, Extreme Green, Mystic Teal, Cosmic Purple, Blizzard Blue and Pacific Blue.
Axle Colors	Black, Yellow or Same as Frame
Wheel Locks	Wheel lock may be set up as <u>push</u> or <u>pull</u> to lock or optional hub lock

	TriPod LT	Pediatric TriPod LT
Overall Width	19”—25”*	17”—25”*
Overall Depth	Small 30”, Medium 32”, Long 34”	32”
Frame Length	Small: 14” max. Medium: 16” max. Long: 18” max.	14” max.
Frame Configurations	90° Straight 90° Tapered 75° Straight 75° Tapered	90° Straight 75° Straight
Seat Width	12”, 14”, 16” & 18”	10”, 12”, 14”, 16” & 18”
Seat Depth	11” - 18”	11” - 14”
Weight	17.5 lbs. 14” small frame (frame only)	16.5 lbs. 14” small frame (frame only)
Caster Sizes	Poly 4”, 5” & 6”	Poly 3” & ”4
Wheels	Mag (Std) 20”, 22” & 24” **Spoke 20”, 22” & 24”	Mag 16” or 18”

*Overall frame width and depth dependent on frame size ordered
**Up charge Item

Features



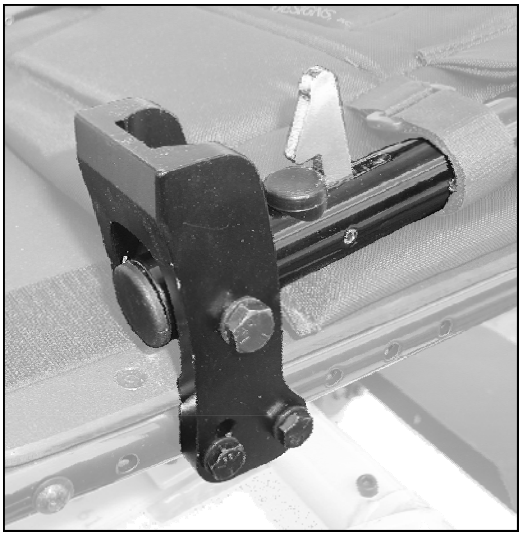
1. Frame
2. Axle Tube and C.G. Adjustment Assembly
3. Back Cane
4. Back Cane Pivot Plate
5. Back Cane Trigger Mechanism
6. Caster Wheel
7. Caster Fork
8. Seat Cushion
9. Footrest
10. Adjustable Back Upholstery
11. Limited Tension Caster/Axle Link
12. Spoked Wheel
13. Aluminum Handrim
14. Quick Release Axle
15. Wheel lock

Unfolding the TriPod™ LT

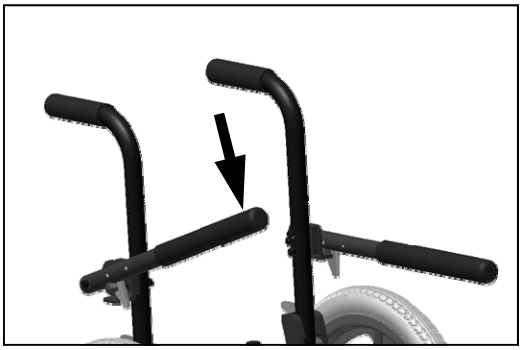
For ease of transporting and lifting, the chair back can easily be unfolded and folded.

Always engage the wheel locks by pushing forward or pulling back on the levers before unfolding the chair. (see page 35).

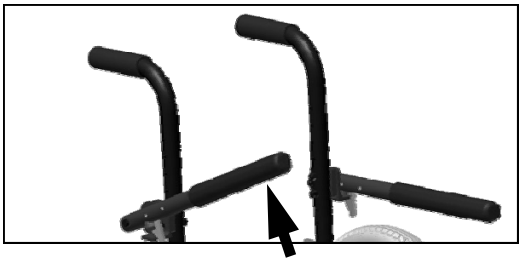
1. Place tires on quick release axles and push in until quick release push button “pops out” and tires are secure.



2. Unfolding the back assembly is accomplished by grasping the push handles or straight back posts and pulling them to an upright position where they will lock into place.

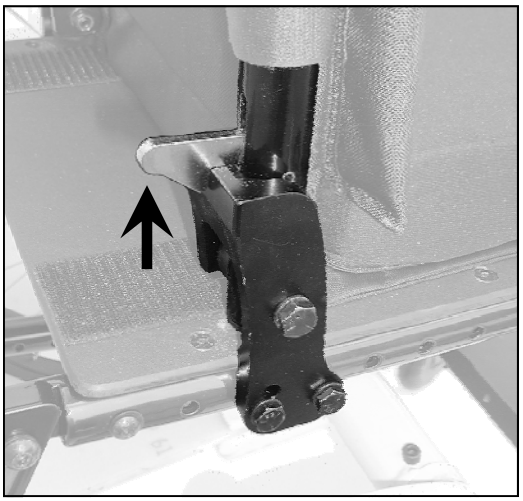


3. Push the flip back armrests down to the flat position.



Folding the TriPod™ LT

1. Flip back the armrests to the upright position.



2. Pull up on the trigger mechanism for the back posts and push the back canes to the flat position over the seat rails.

3. Disengage wheel lock, push the quick release axle button and pull wheels off of the frame.

Main Frame

Anti-Tip Device

An integrated limited tension caster/axle link comes standard on the ***TriPod ™ LT.***

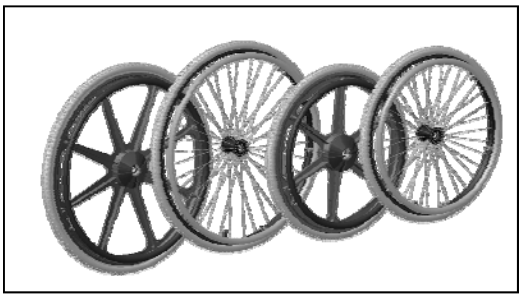
The limited tension link is not removable to prevent injuries.

The limited tension link is designed to allow the chair to climb or descend an obstacle, such as a low curb, while maintaining a high level of stability.
Warning: Under normal use, anti-tip devices will prevent the wheelchair from tipping over backward. Anti-tip devices are to stay on the chair at all times and should not be altered or disabled.

Wheels and Tires

The ***TriPod ™ LT*** wheelchair offers the following tire options:

20” Pneumatic Mag Wheels or Spoke Wheels
22” Pneumatic Mag Wheels or Spoke Wheels
24” Pneumatic Mag Wheels or Spoke Wheels



The ***TriPod ™ LT Pediatric*** wheelchair offers the following tire options:

16” Pneumatic Mag Wheels
18” Pneumatic Mag Wheels

Wheels may be removed from the chair by releasing the quick release axles. (See quick release axles—page 26)

Check pneumatic tires weekly for proper inflation level, listed on the tire sidewall. For wheel lock effectiveness, proper tire inflation needs to be maintained.

No-flat inserts are available for most of the pneumatic mag and spoke wheels.

Main Frame—Footboards

Adjustable Footboard

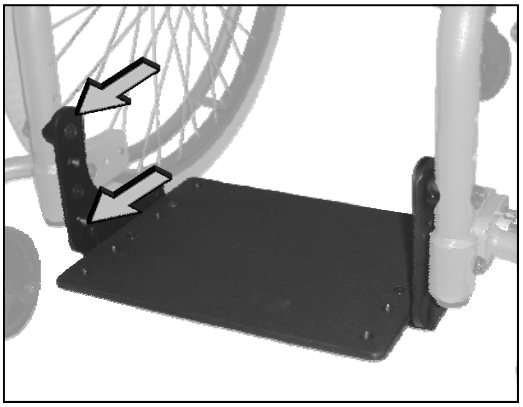
To adjust the height of the footboard:

1. Remove the screws and nuts, on each side, holding the footboard in place. Position the footboard up or down, aligning with holes in the frame.
2. Replace the screws and nuts.
3. Tighten securely.

Footrest Angle

To adjust the footrest angle:

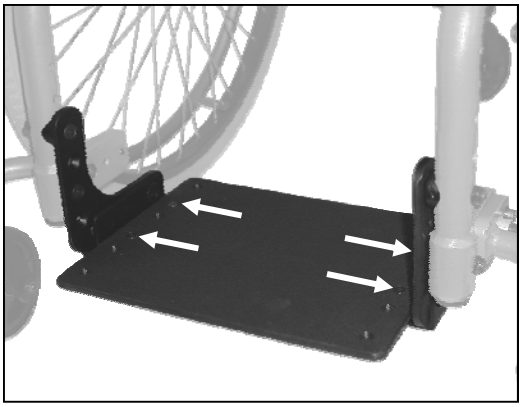
1. Loosen the (2) screws and nuts on both sides of the footboard, shown (white arrows)
2. Position the footplate to the desired angle.
3. Tighten the (2) screws and nuts securely.



Adjustable Flip Back Footboard

To adjust the height of the footrest:

1. Remove the (2) screws and nuts, on each side, holding the footrest hanger brackets in place. Position the footboard up or down, aligning with holes in the frame.
2. Replace the screws and nuts.
3. Tighten securely.



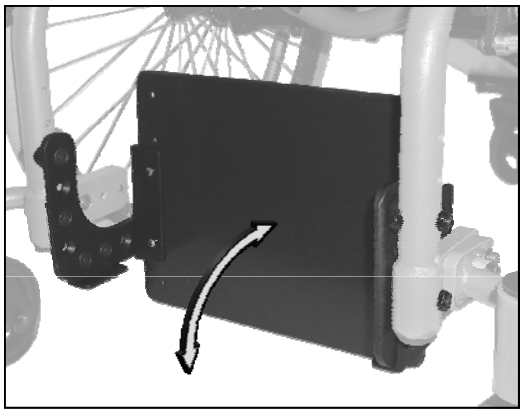
Footrest Fore and Aft Position

To adjust the footrest fore and aft position:

1. Remove the (2) screws and nuts on each side of the footboard, shown.
2. Position the footplate to the desired location, aligning holes in footboard with holes in “L” brackets.
3. Replace screws and nuts.
4. Tighten securely.

Main Frame—Footboards & Individual Flip Up Footplates

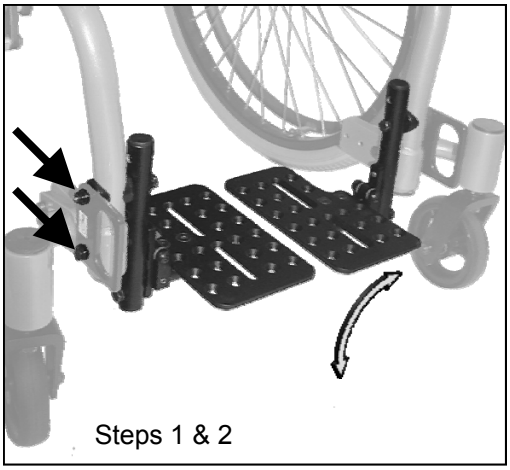
Flipping the Footplate Up for Transfer



The footboard flips backward, moving it out of the way for ease of transfer.

1. Grasp the footboard at the front and lift rearward. The footboard will stay in the flip back position until you rotate it back to the original position.

Individual Flip Up Footplates



Steps 1 & 2

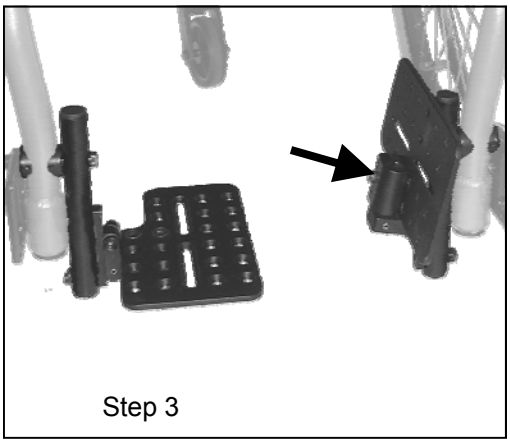
Adjustment of the individual flip-up footplates are as follows:

1. The individual footplates easily flip by lifting underneath the footplate to flip up or push down on the footplate to flip down.

2. To adjust the height of the footplate :

   Remove the hex head screws on the side of the hanger. Seat the footplate at the desired height. Insert the screws through the corresponding holes in the hanger tube and tighten.

3. To adjust the angle of the flip-up footplate, loosen the lock nuts under the footplate. Set the foot plate at the desired angle and retighten nuts.



Step 3

Main Frame—Quick Release Axle

Quick Release Axle

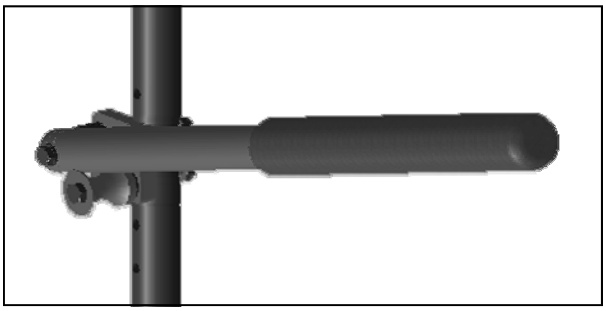
The ***TriPod*** ™ ***LT*** is equipped with double lock quick release axles that release with the push of a button. This double lock quick release mechanism allows the large drive wheels to be easily removed for transportation or storage.

To remove the large *Drive* wheel:

1. Unlock the wheel lock.
2. Grasp the frame with one hand.
3. With the other hand, squeeze the quick release button.
4. The wheel will then pull off easily.

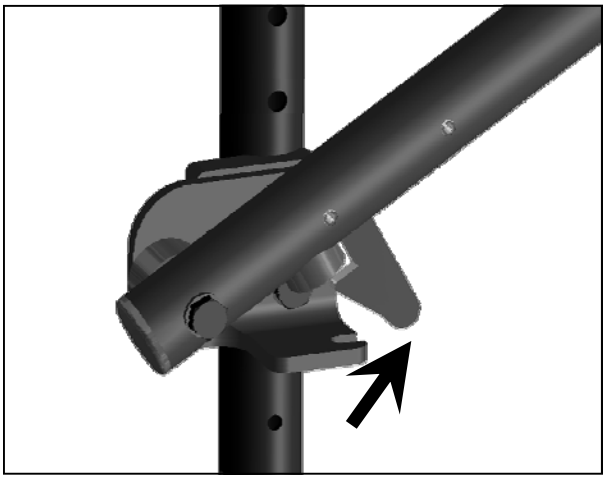
Warning: the axle is not properly locked until the outside quick release button pops out to its fully extended position.

Main Frame—Arms & Casters



Flip Back Arm

The ***TriPod*** ™ ***LT*** is shipped with flip back armrest as standard equipment. The flip back armrests are non removable and are available in either locking or non locking.



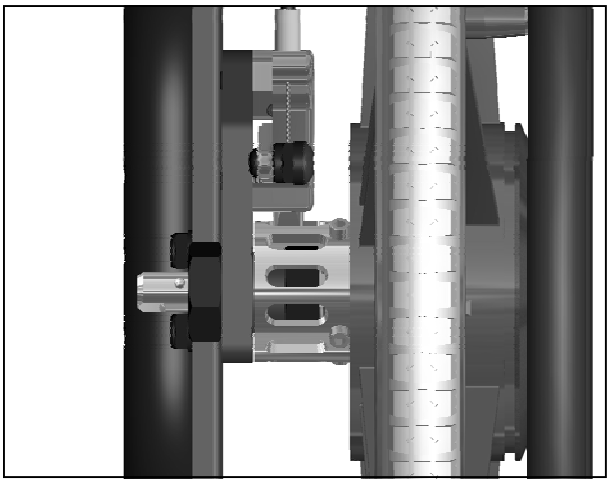
Locking Flip Back Arm

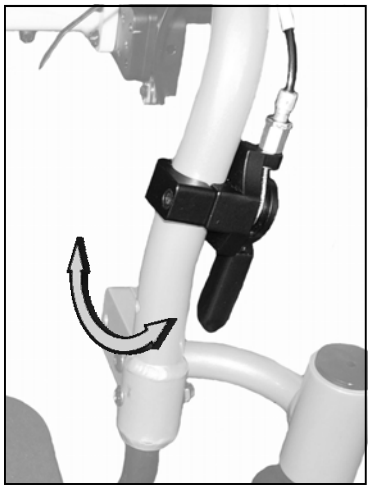
To flip the arm back, push the trigger mechanism forward as shown and lift arm upward.

Casters

The ***TriPod*** ™ ***LT*** is shipped with 3" polyurethane casters with 3" caster forks, 4" casters or a variety of 5" wheels.

Main Frame - Wheel Locks





The ***TriPod ™ LT*** comes standard with push or pull to lock wheel locks or hub locks.

Push or Pull to Lock Wheel Locks

To lock wheels in place:

1. Grasp the lever of the wheel lock with your hand.

2. Push lever forward (push to lock) or pull lever back (pull to lock) to engage the wheel lock. Reverse procedure to release the lock.

Caution: Always set the wheel locks when entering or leaving the wheelchair. Wheel locks are not designed to slow the wheelchair down when it is moving. Wheel locks hold the wheelchair in place when it is at a complete stop.

Wheel lock Options

The ***TriPod ™ LT*** also offers the option of wheel lock extensions.

Hub Lock

The ***TriPod ™ LT*** also offers the hub lock at no additional charge. The hub lock is attached to the axle mount plate as shown. The Hub Lock lever may be mounted to the frame or the back cane.

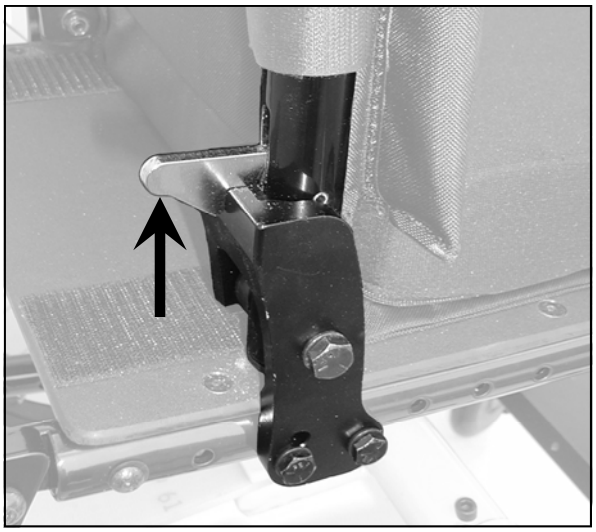
Hub Locks*

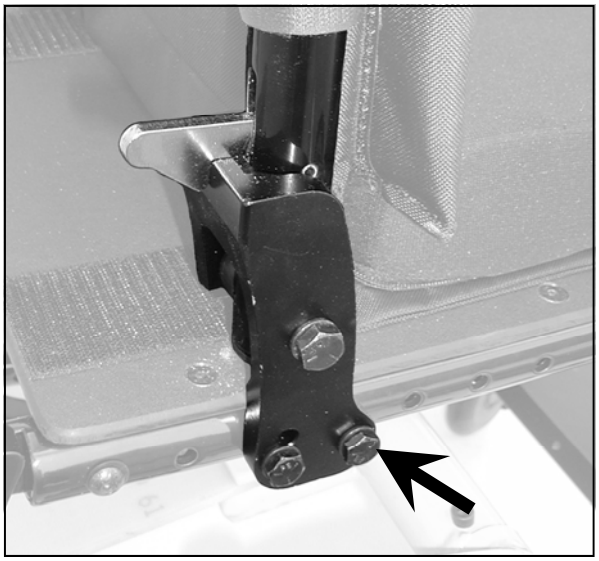
1. To lock the wheels, push the Hub Lock lever. This will lock the wheels in place.

2. To unlock the wheel, pull the Hub Lock lever. This will unlock the wheels and a l low them to roll.

*Patented

Adjustments





TriPod ™ *LT* Folding Back

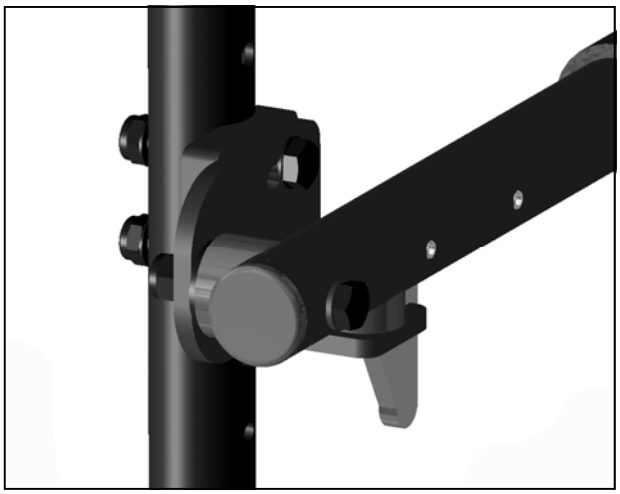
The ***TriPod*** ™ ***LT*** comes standard with a folding back.

1. To fold the back down, pull upward on the trigger while pushing back canes forward toward seat.
2. To place the back cane to the upright position, pull back canes up until trigger snaps into place.

Note: The back canes fold down completely when using a solid seat and back. When using a sling seat and back the back canes will only fold partially.

Back Cane Adjustment

The angle and depth of the back canes may be adjusted by repositioning the back cane pivot plate in the pre-drilled holes on the frame.



Flip Arm / Locking Arm

To adjust height of armrests, loosen and remove the bolts and nuts holding the arm to the back cane tube. Align holes in arm with holes in back cane tube at desired height. Reassemble with bolts and nuts.

Adjustments (continued)

Caster Fork Adjustment

Interchanging casters can easily be done with dual hole caster forks. Currently, 3", 5" & 6" casters are available for use. A smaller fork is used with the 3" caster only. To adjust, loosen the bolt and remove the caster. Change the caster and/or position the caster upward or downward in pre-drilled holes on the caster fork. Replace the bolt and tighten securely.
Note: When changing the size of the caster wheel, it will also be necessary to change the size of the large *Drive* wheel in order to keep the wheelchair frame parallel with the floor.

Wheel Lock Adjustment

When the large *Drive* wheel is repositioned, it is important that the wheel lock is readjusted also.

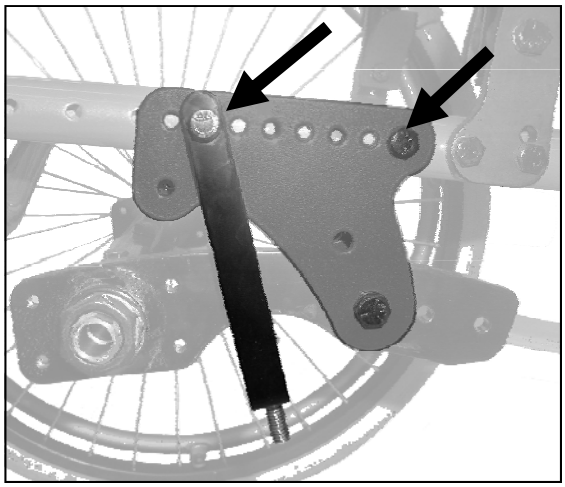
1. Adjustment can be made by loosening the 1/4-20 x 1" button head screws and sliding the wheel lock assembly along the frame tubing so that the wheel lock contacts the tire in the locked position. Continue to adjust until the knurled grip handle embeds into the tire approximately 1/4" when in the locked position. Tighten the screw until wheel lock is snug to frame tube.

Warning: Wheel locks are not designed to slow the chair down when it is moving. When the chair is stopped, engaging properly adjusted wheel locks will prevent the Drive wheels from turning.

Adjustments (continued)

Drive Wheel Axle Adjustment

The position of the *Drive Wheel* axle is the most critical adjustment on the ***TriPod™ LT*** wheelchair. The center of gravity and the seat height position are all determined by the axle adjustment.

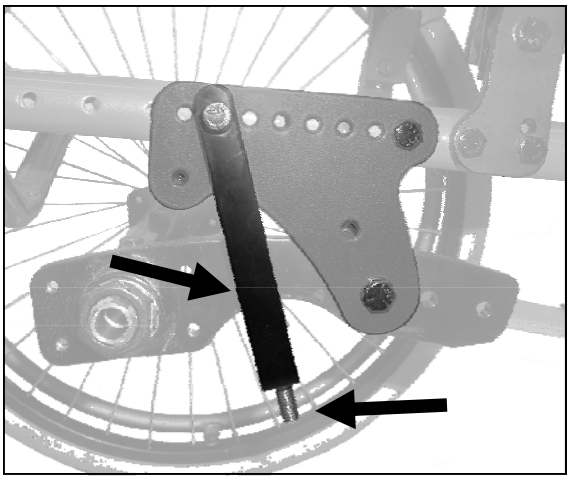


Warning: Your healthcare professional should assist you in adjusting the axle position. Position of the axle will be based on your abilities and limitations.

1. Center of gravity adjustment may be accomplished by moving the *Drive Wheel* axle plate forward or backward on the frame.

Warning: The wheelchairs become less stable if forward axle positions are used. The further forward the axles are positioned, the easier it is to tip the chair over forward or backward. Moving the axle backward will increase the stability of the chair. This backward adjustment will create increased turning pressure.

Rear Tip Limiter



The rear tip limiter is preset at the factory for optimum safety and performance. Changes to the tip limiter adjustment may decrease rearward stability. If it is deemed necessary to re-adjust the tip limiter, take extreme care to ensure the safety of the user.

1. The rear tip limiter has a threaded rubber bumper which, when set properly, allows the chair to tip safely backward without tipping over. To decrease the tippiness, loosen the jam nut and screw the bumper up until I desired position and tighten jam nut. Screw the bumper down to increase tippiness. ***Always test the stability prior to allowing active use of the wheelchair.***

Cleaning

It is important for optimum performance to clean and maintain your ***TriPod ™ LT***
We recommend that the frame finish be cleaned with mild soap and water.

Maintenance

1. In order to operate the ***TriPod ™ LT*** properly and safely, routine maintenance will extend the life and efficiency of your wheelchair.

Safety Inspection Checklist

Follow these maintenance procedures for optimum performance of your ***TriPod ™ LT*** wheelchair:

1. Check to see that the wheelchair rolls straight.
2. Tires: Check for flat spots, wear and proper inflation.
3. Wheel locks:
   a. Check to see that the locks engage easily.
   b. Check that the locks are free of wear
   c. Check to see that the locks do not interfere with the tires when rolling.
4. Ensure that all fasteners are secure.
5. Casters: Inspect axle for proper tension. Spin the caster. The caster should spin freely and come to a gradual stop.

Storage

The ***TriPod ™ LT*** folds down to a small unit and the large wheels may be removed. We suggest when storing the wheelchair, that it be kept in an indoor, cool and dry area.

Troubleshooting

All ***TriPod*** ™ ***LT*** wheelchairs leave the factory inspected and adjusted for immediate use, (aside from the unfolding procedure). This troubleshooting chart offers some suggestions regarding the use of your wheelchair. Some areas may require more investigation to find the most suitable solution for a specific problem. A complete inspection, safety check and servicing should be made by an authorized dealer at least once a year. Any problems should be directed to your authorized dealer or call our customer service department.

Symptoms	Remedies
The wheelchair veers right	Check that both casters contact the ground at the same time. Check that the tire pressure is correct and equal in both *Drive* wheels.
The wheelchair veers left	Check that both casters contact the ground at the same time. Check that the tire pressure is correct and equal in both *Drive* wheels.
Sluggish turn or performance	Check that all nuts and bolts are tight. Check that the tire pressure is correct and equal in *Drive* wheels.
Caster flutter	Check that all nuts and bolts are tight. Check that both casters contact the ground at the same time. Check for wear of casters.
Squeaks and rattles	Check that all nuts and bolts are tight.
Looseness in the wheelchair	Check that all nuts and bolts are tight.

Summary

Congratulations on your ***TriPod ™ LT*** purchase. Following is a brief summary to refer to if you have any questions. Remember: the entire Operating Manual should be read before your new chair is used. For any questions, please call your authorized Freedom Designs, Inc. dealer or Freedom Designs, Inc. customer service at 1-800-331-8551.
(Always lock the push to lock wheel locks before adjusting the wheelchair).

Unfolding the *TriPod ™ LT*

1. Place tires on quick release axles and push in until quick release push button "pops out" and wheels are secure.
2. Lift up on the back assembly until it "clicks" into place.
3. When arms are used, place in the usable position.
4. Place cushion on hook/loop strips on seat sling.

Folding the *TriPod ™ LT*

1. Remove cushion from sling seat.
2. Lift the backrest release lever and fold the back forward, onto the seat.
3. Squeeze quick release axle button and pull wheel off of the frame.

Quick Release Axle:

1. Unlock the wheel locks.
2. Grasp the frame with one hand.
3. With your other hand, squeeze the quick release button.
4. The wheel will then pull off easily.

Push to Lock Wheel Lock: To Lock

1. Grasp the lever of the wheel lock with your hand.
2. Push the lever forward to a locked position.

To Unlock

1. Grasp the lever of the wheel lock with your hand.
2. Pull the lever back to release the wheel lock.

Freedom Designs, Inc. Limited Warranty

PLEASE NOTE: THE WARRANTY BELOW HAS BEEN DRAFTED TO COMPLY WITH FEDERAL LAW APPLICABLE TO PRODUCTS MANUFACTURED AFTER JULY 4, 1975. THIS WARRANTY IS EXTENDED ONLY TO THE ORIGINAL PURCHASER/USER WHO PURCHASES THIS PRODUCT WHEN NEW AND UNUSED DIRECTLY FROM FREEDOM DESIGNS OR AN AUTHORIZED DEALER OR DISTRIBUTOR. THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.

Limited Warranty – USA: All Freedom Designs' wheelchair frames, quick release axles and hardware are warranted against defects in material and workmanship for **ten (10) years** from the date of purchase. All other manufactured and distributed parts and components (including frame components, axle plates, armrests and backrests) are warranted for **one (1) year** from said purchase date. **There is no warranty for tires, tubes, and push handle grips.** If within such warranty periods any product component eligible for coverage under this warranty shall be proven to be defective, Freedom Designs will, at its option, either replace or repair the product, or will supply the original purchaser with replacement parts. Freedom Designs' sole obligation and your exclusive remedy under this warranty shall be limited to such repair and/or replacement. This warranty does not include any labor or shipping charges incurred in replacement part installation or repair. Freedom Designs' sole obligation and your exclusive remedy under this warranty shall be limited to such repair and/or replacement.

Limited Warranty - International: All Freedom Designs' wheelchair frames & quick release axles are warranted against defects in material and workmanship for **ten (10) years** from the date of purchase. All other manufactured and distributed parts and components (including frame components, axle plates, armrests and backrests) are warranted for **one (1) year** from said purchase date. All hardware is warranted for **ten (10) years** after the date of purchase. **There is no warranty for tires, tubes, and push handle grips.** If within such warranty periods any product component eligible for coverage under this warranty shall be proven to be defective, Freedom Designs will, at its option, either replace or repair the product, or will supply the customer with replacement parts. Freedom Designs' sole obligation and your exclusive remedy under this warranty shall be limited to such repair and/or replacement. This warranty does not include any labor or shipping charges incurred in replacement part installation or repair. Freedom Designs' sole obligation and your exclusive remedy under this warranty shall be limited to such repair and/or replacement.

Limitations & Exclusions – USA & International: The foregoing limited warranties shall **not apply** to: Tires, tubes and push handle grips; Serial numbered products if the serial number has been removed or defaced; Products subjected to negligence, accident, improper operation, maintenance, or storage; Products modified without Freedom Designs' express written consent including, but not limited to, modification through the use of unauthorized parts or attachments; Products damaged by reason of repairs made to any component without the specific consent of Freedom Designs, or to products damaged by circumstances beyond Freedom Designs' control; Problems arising from normal wear or failure to adhere to these instructions; and with any such warranty eligibility evaluation to be solely determined by Freedom Designs;.

THE FOREGOING LIMITED WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES WHATSOEVER, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND THE SOLE REMEDY FOR VIOLATIONS OF ANY WARRANTY WHATSOEVER SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT PURSUANT TO THE TERMS CONTAINED HEREIN. THE APPLICATION OF ANY IMPLIED WARRANTY WHATSOEVER SHALL NOT EXTEND BEYOND THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN. FREEDOM DESIGNS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER. THESE WARRANTIES SHALL BE EXTENDED TO COMPLY WITH STATE PROVINCIAL LAWS AND REQUIREMENTS.

Returns: An authorization for return must be acquired by an established Freedom Designs, Inc. dealer/distributor before Freedom Designs will accept returned items. The dealer must return items to Freedom Designs, 2241 N. Madera Rd, Simi Valley, CA 93065 USA with freight pre-paid and fully insured with the R.A. # issued by customer service marked on the outside of the box. All returns must be received within 45 days of issuance of the R.A. #. Returns are subject to examination at the discretion of Freedom Designs and may be subject to a 25% restocking fee. Custom fabricated products are non-returnable.

FREEDOM DESIGNS, INC.

2241 Madera Road ● Simi Valley, California 93065 USA
(805) 582-0077 ● (800) 331-8551 ● FAX (888) 582-1509
www.freedomdesigns.com